



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

455 Golden Gate Avenue • San Francisco, California 94102-3688
Telephone 415-865-7739 • Fax 415-865-7217 • TDD 415-865-4272

RONALD M. GEORGE
Chief Justice of California
Chair of the Judicial Council

WILLIAM C. VICKREY
Administrative Director of the Courts

RONALD G. OVERHOLT
Chief Deputy Director

STEPHEN NASH
Director, Finance Division

TO: **POTENTIAL PROPOSERS**

FROM: Administrative Office of the Courts
Information Services Division

DATE: February 19, 2009

SUBJECT/PURPOSE OF MEMO: **REQUEST FOR PROPOSALS**
Information Services Division (ISD), a division of the Administrative Office of the Courts, seeks the services of two consultants to provide BASIS and Architecture Support for the Phoenix (SAP) program.

ACTION REQUIRED: You are invited to review and respond to the attached Request for Proposals (RFP), as posted at <http://www.courtinfo.ca.gov/reference/rfp/>:

Project Title: BASIS and SAP Architecture Consultants for the Phoenix (SAP) Program

RFP Number: ISD200806-RB

QUESTIONS TO THE SOLICITATIONS MAILBOX: Questions regarding this RFP must be directed to solicitations@jud.ca.gov by **February 24, 2009 no later than 3:00 p.m. Pacific Time**

DATE AND TIME PROPOSAL DUE: There will not be a pre-proposal conference for this RFP.
Proposals must be received by **March 2, 2009, no later than 3:00 p.m. Pacific Time**

SUBMISSION OF PROPOSAL: Proposals must be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden, RFP No. ISD200806-RB
455 Golden Gate Avenue, 7th Floor
San Francisco, CA 94102-3688

JUDICIAL COUNCIL OF CALIFORNIA ADMINISTRATIVE OFFICE OF THE COURTS

1.0 GENERAL INFORMATION

1.1 BACKGROUND

1.1.1 The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the Council to improve the administration of justice by surveying judicial business, recommending improvements to the Courts, and making recommendations annually to the Governor and the Legislature. The Council also adopts rules for Court administration, practice, and procedure, and performs other functions prescribed by law. The Administrative Office of the Courts (AOC) is the staff agency for the Council and assists both the Council and its chair in performing their duties.

1.2 INFORMATION SERVICES DIVISION

1.2.1 The Information Services Division (ISD), a division of the AOC, coordinates court technology statewide, and supports coordination throughout the judicial branch; manages centralized statewide technology projects; and optimizes the scope and accessibility of accurate statewide judicial information.

1.3 Phoenix PROGRAM

1.3.1 Due to the implementation of AB 233 many counties that provided accounting and financial systems for the Courts have shifted responsibility to the AOC. The Phoenix program was launched to fill the financial services gap for the Courts.

1.3.2 Phoenix is comprised of two major components: The Financial and the Human Services. The systems are built on the enterprise resource planning software SAP. Phoenix is in operation in 58 Courts. The SAP financial component is in place in all 58 Courts while the HR system supports 6 Courts. The Business Warehouse (BW) reporting capabilities are implemented for 38 courts.

1.3.3 Work is to be performed on-site at the AOC in San Francisco, CA.

2.0 TIMELINE FOR THIS RFP

2.1 The AOC has developed the following list of key events from the time of the issuance of this RFP through the intent to award contract. All dates are subject to change at the discretion of the AOC.

EVENT	KEY DATE
RFP issued to http://www.courtinfo.ca.gov/reference/rfp/ :	February 19, 2009
Deadline for questions to solicitations@jud.ca.gov	February 24, 2009, 3:00 p.m. Pacific Time
Latest date and time proposal may be submitted	March 2, 2009, 3:00 p.m. Pacific Time
Evaluation of proposals (<i>estimate only</i>)	March 5, 2009
Interview of top candidates (<i>estimate only</i>)	March 10, 2009
Notice of Intent to Award (<i>estimate only</i>)	March 13, 2009
Negotiations and execution of contract (<i>estimate only</i>)	March 17, 2009

3.0 PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)

- 3.1 The AOC seeks the services of two contractors to perform SAP BASIS support activities and responsibilities for approximately twelve (12) months.
- 3.2 The expected contractual responsibilities and work requirements are set forth in Exhibit D, Work to be performed, in Attachment 2, Contract Terms.

4.0 RFP ATTACHMENTS

- 4.1 Included as part of this RFP are the following attachments:
 - 4.1.1 Attachment 1, Administrative Rules Governing Request for Proposals. Proposers shall follow the rules, set forth in Attachment 1, in preparation and submittal of their proposals.
 - 4.1.2 Attachment 2, Contract Terms. Contracts with successful firms will be signed by the parties on a State of California Standard Agreement form and will include terms appropriate for this project. Terms and conditions typical for the requested services are attached as Attachment 2, Contract Terms and include: Exhibit A, Standard Provisions; Exhibit B, Special Provisions; Exhibit C, Payment Provisions; Exhibit D, Work to be Performed; Exhibit E, Contractor's Key Personnel (to be determined); and Exhibit F, Attachments.
 - 4.1.3 Attachment 3, Vendor's Acceptance of the RFP's Contract Terms. Proposers must either indicate acceptance of Contract Terms, as set forth in Attachment 2, Contract Terms, or clearly identify exceptions to the Contract Terms, as set forth in this Attachment 3.

4.1.3.1 If exceptions are identified, then proposers must also submit (i) a red-lined version of Attachment 2, Contract Terms, that clearly tracks proposed changes to this attachment, and (ii) written documentation to substantiate each such proposed change.

4.1.4 Attachment 4, Payee Data Record Form. The AOC is required to obtain and keep on file, a completed Payee Data Record for each vendor prior to entering into a contract with that vendor. Therefore, vendor's proposal must include a completed and signed Payee Data Record Form, set forth as Attachment 4, or provide a copy of the form previously submitted to AOC.

5.0 EVALUATION OF PROPOSALS

5.1 Proposals will be evaluated by the AOC using the following criteria, in order of descending priority; if a proposal includes multiple candidates, each proposed key personnel will be evaluated separately in accordance with these criteria:

5.1.1 Specialized expertise and technical competence. Proposals will be evaluated considering the type of services required, with special consideration for the following: over five (5) years of SAP BASIS development support; provide on-going analysis, programming and testing support for production issues; demonstrated understanding of SAP ERP processes and development methodology, and working knowledge of SAP Finance, Business Warehouse, HR/Payroll application modules.

5.1.2 Past record of performance. Proposals will be evaluated considering past performance, especially on contracts with government agencies or public bodies, including such factors as control of costs, management of budget greater than \$1 million, quality of work, ability to meet schedules, cooperation, responsiveness, and other managerial considerations.

5.1.3 Reasonableness of cost projections. Proposals will be evaluated in terms of reasonableness of cost, proposed rate structure for the position, including breakdown of salary, overhead and profit.

5.1.4 Ability to meet requirements of the project. Proposals will evaluate in terms of compliance with proposed contract terms and project scheduling.

6.0 SPECIFICS OF A RESPONSIVE PROPOSAL

6.1 Provide proposer's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers in a cover letter.

6.2 The following information shall be included in the proposal and demonstrated separately for each key personnel candidate proposed:

6.2.1 Specialized expertise and technical competence.

6.2.1.1 Demonstrate the proposed key personnel's relevant experience and technical competence in the following areas:

- General BASIS Development and Support
 - o Installation, patch and upgrade to SAP, Oracle database and associated software
 - o Perform system / database copies, client copies, refreshes and transports
 - o Assist with security design for Phoenix
 - o Review programs to ensure they meet AOC development standards, SAP best practices and are efficiently developed
 - o Provide peer review for activities of other team members
 - o Provide knowledge transfer to consultants and colleagues on AOC best practices and guidelines
 - o Provide technical expertise to other project team members
 - o This position will support activities for Phoenix Finance, Business Warehouse, HR/Payroll application modules.
- Duties
 - o Development, Configuration and Enhancement Work
 - o Primary expertise and responsibilities for the Internet Transaction Server (ITS), MySAP Portal and Solution Manager
 - o Review functional specifications and design program solutions
 - o Provide development programming support for Phoenix requirements
 - o Create technical documentation as required
 - o Perform unit testing for all programming developed
 - o Provide testing support (both technical and functional)
 - o Obtain knowledge transfer if developed by a different programmer
 - o Work with business lead to ensure functional requirements are met efficiently
 - o Continuous learning of the application environment and changes, as required.
- Production Support
 - o Provide ongoing analysis, programming and testing support for production issues
 - o Provide level of effort estimates for enhancement requests
 - o Identify items for application improvement
 - o On-going learning about the business processes to recommend and create new technical solutions to business requirements
 - o On-going learning of SAP development methodologies and programming
 - o Work with Vendor Hosting provider to support the system
 - o Back up for security assignment
 - o Other duties as assigned
- Enterprise
 - o Ability to assess architectural issues as they relate to a large, complex enterprise logistics environment and provide insight and advice to senior managers and executives, concerning the strategic direction and applicability of enterprise-based products.

- Demonstrated broad understanding of SAP ERP processes and development methodology.
- Participate in technical assessments and reviews to validate the technical approach for integration with enterprise initiatives which include such items as single sign-on, layered security, testing tools, server virtualization, and other such initiatives.
- Knowledge of the complementary SAP tools such as Productivity Pack and Solution Manager.
- Infrastructure Architect (Servers, OS, SAN, Backup/Restore, Networking)
- Experience with Oracle HA; tuning; portioning; and monitoring
- Experience with Web Application tuning and management
- Experience with securing SAP and Web infrastructures
- Experience with EMC Storage and SAN mgmt as it relates to supporting ERP
- Optional experience with TIBCO
- Soft Skills
 - Ability to knowledge share with team mates and vendors
 - Good communication skills
- Most work will be performed onsite at the AOC in San Francisco, CA. However travel to Sacramento once a month may be required.

6.2.1.2 Provide most the recent resume and the names, physical and electronic addresses, and telephone numbers of a minimum of three (3) clients for whom the proposed key personnel has conducted similar services. The AOC may check references listed by the proposer. Proposed candidates must currently have the legal right to work for the full duration of the contract period.

6.2.2 Past record of performance. Discuss the proposed key personnel's record of performance on past projects, especially on work with government agencies or public bodies, including such factors as control of costs, management of budget greater then \$1 million, quality of work, ability to meet schedules, cooperation, responsiveness, and other managerial considerations.

6.2.3 Reasonableness of cost projections.

6.2.3.1 Provide the fully burdened hourly rate of each proposed key personnel, and include the salary, overhead, and profit rate structure breakdown for the rate using the following formula:

	Amt Payable To The Key Personnel	\$XX.XX	XX%
+	Amt Allocated to Proposer's Overhead	\$XX.XX	XX%
+	Amt Allocated to Proposer's Profit	\$XX.XX	XX%
=	<u>Total For Key Personnel</u>	<u>\$XXX.XX</u>	<u>100%</u>

6.2.3.2 The cost proposal should also include separate line items for travel and lodging. Travel expenses, if any, will be reimbursed in accordance with the provisions set forth in Exhibit C, Payment Provisions, in Attachment 2, Contract Terms. For purposes of this RFP, vendors are to assume allowable travel expenses will not exceed \$5,000, as further detailed in Schedule 1, Estimated Travel, set forth in Exhibit C, Payment Provisions, of Attachment 2, Contract Terms.

6.2.3.3 Include a total not to exceed contract sum for the work and allowable expenses considered by this RFP. The method of payment to the consultant is anticipated to be by cost reimbursement.

6.2.4 Ability to meet requirements of the project.

6.2.4.1 Discuss the key personnel's availability and ability to complete the work within the project schedule, set forth in Exhibit D, Work to be Performed, in Attachment 2, Contract Terms.

6.2.4.2 For purposes of this RFP, vendors are to estimate a total of approximately 1,872 hours of work for the twelve (12) months; additionally, the eventual contractor will not work more than thirty-six (36) hours per week unless preapproved, in writing, by the project manager.

6.2.4.3 Compliance with Contract Terms. Complete and submit Attachment 3, Vendor's Acceptance of the RFP's Contract Terms. Also, if changes are proposed, submit a version of Attachment 2, Contract Terms with all tracked changes, as well as written justification supporting any such proposed changes.

6.2.4.4 Tax recording information. Complete and submit Attachment 4, Payee Data Record Form, or provide a copy of the form previously submitted to the AOC.

7.0 SUBMISSIONS OF PROPOSALS

7.1 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted in Section 6.0, Specifics of a Responsive Proposal, above. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the state's instructions, requirements of this RFP, and completeness and clarity of content.

7.2 Proposers will submit **one (1) original and three (3) copies** of the proposal, signed by an authorized representative of the company, including name, title, address, and telephone number of one individual who is the responder's designated representative.

- 7.3 Proposals must be delivered to the individual listed under Submission of Proposals, as set forth on the cover memo of this RFP.
- 7.4 Only written responses will be accepted. Responses should be sent by registered or certified mail or by hand delivery.
- 7.5 In addition to submittal of the original and three copies of the proposals, as set forth in Section 7.2, above, proposers are also required to submit an electronic version of the entire proposal on CD-ROM.

8.0 INTERVIEWS

The AOC anticipates conducting interviews with top ranked proposed key personnel candidates to clarify aspects set forth in the written proposal. If conducted, interviews will likely be conducted at the AOC's offices in San Francisco. The AOC will not reimburse candidates for any costs incurred in traveling to or from the interview location. The AOC will notify prospective vendors regarding interview arrangements.

9.0 RIGHTS

The AOC reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement, obligation, or contract and in no way is the AOC or the State of California responsible for the cost of preparing the proposal. One copy of a submitted proposal will be retained for official files and will become a public record.

10.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

The Administrative Office of the Courts policy is to follow the intent of the California Public Records Act (PRA). If a vendor's proposal contains material noted or marked as confidential and/or proprietary that, in the AOC's sole opinion, meets the disclosure exemption requirements of the PRA, then that information will not be disclosed pursuant to a request for public documents. If the AOC does not consider such material to be exempt from disclosure under the PRA, the material will be made available to the public, regardless of the notation or markings. If a vendor is unsure if its confidential and/or proprietary material meets the disclosure exemption requirements of the PRA, then it should not include such information in its proposal.

END OF FORM